

Fig. 1

FIG. 2 is a block diagram of a customer interface system.

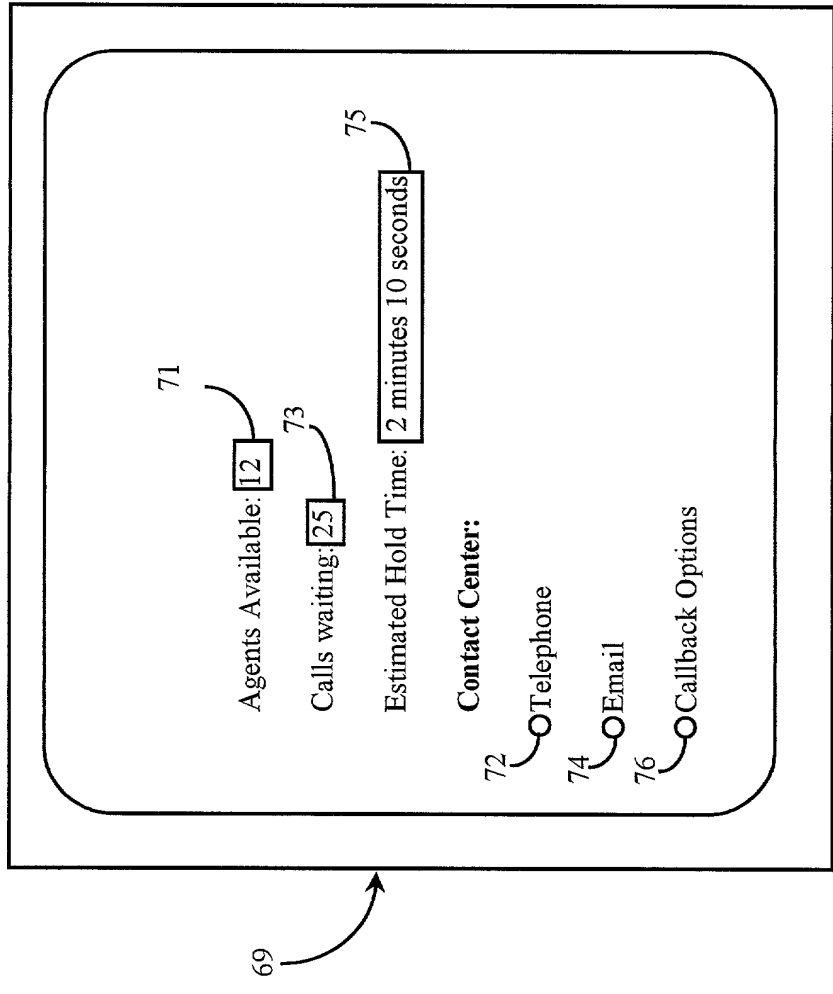
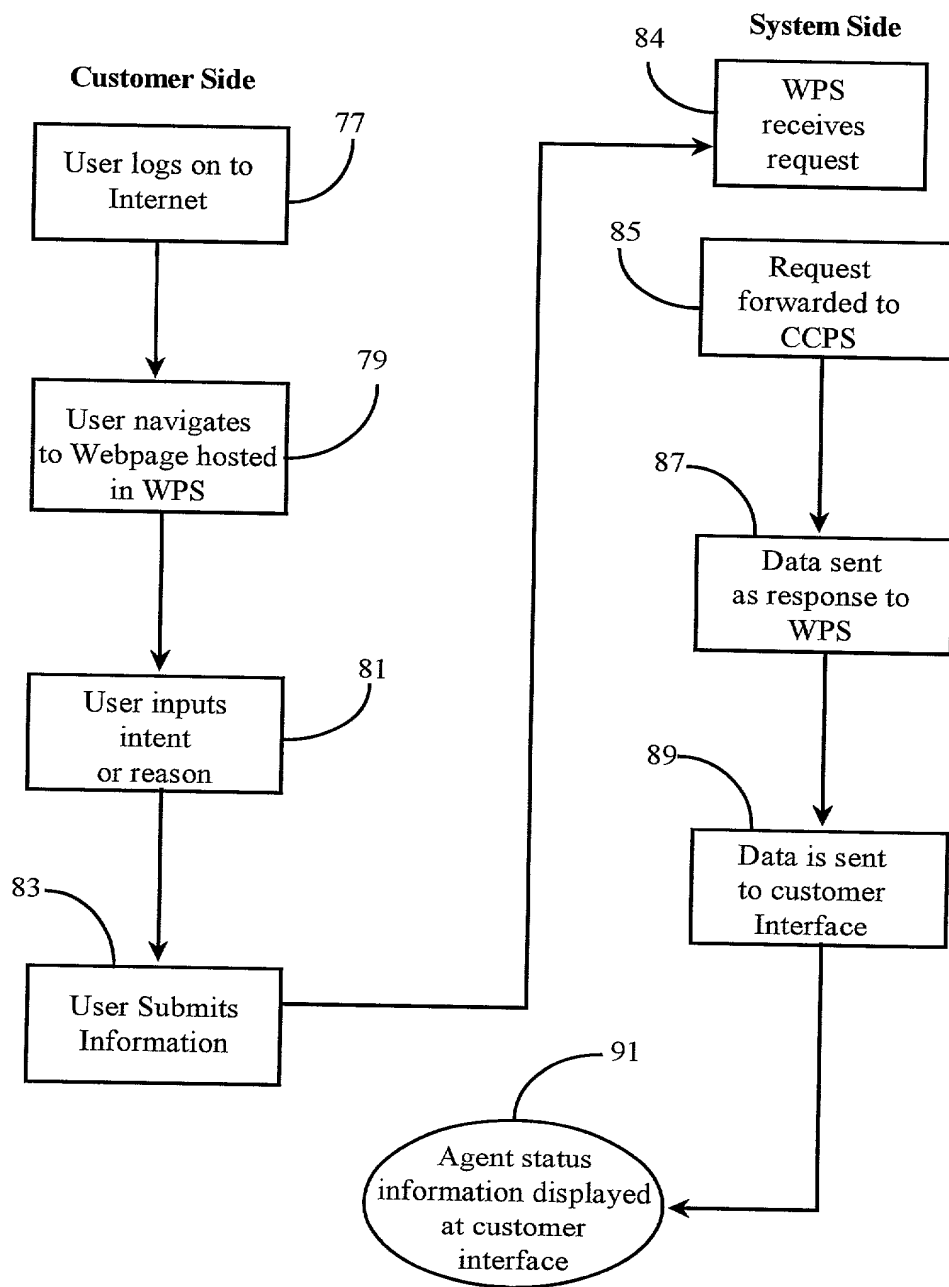


Fig. 2



**Fig. 3**

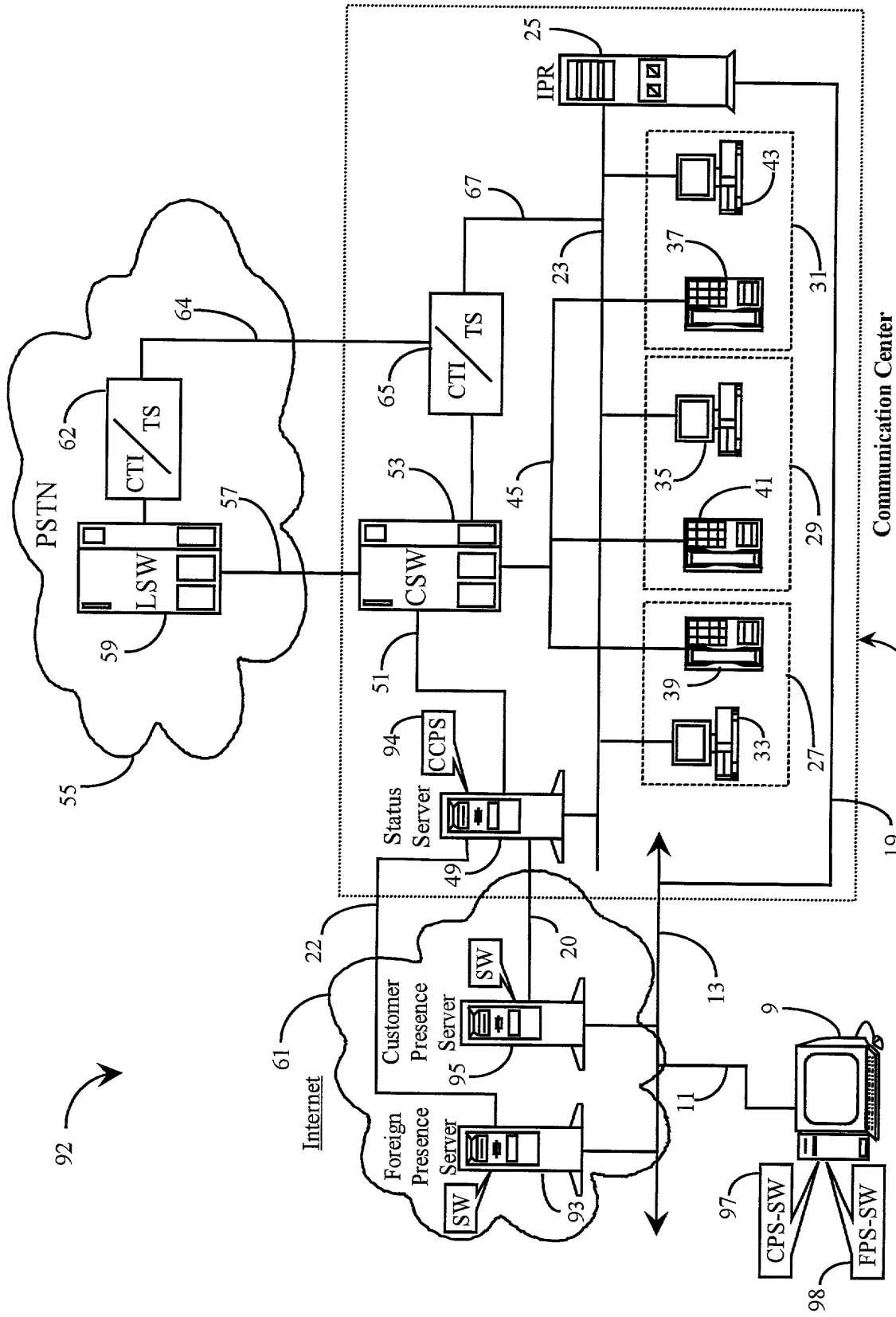
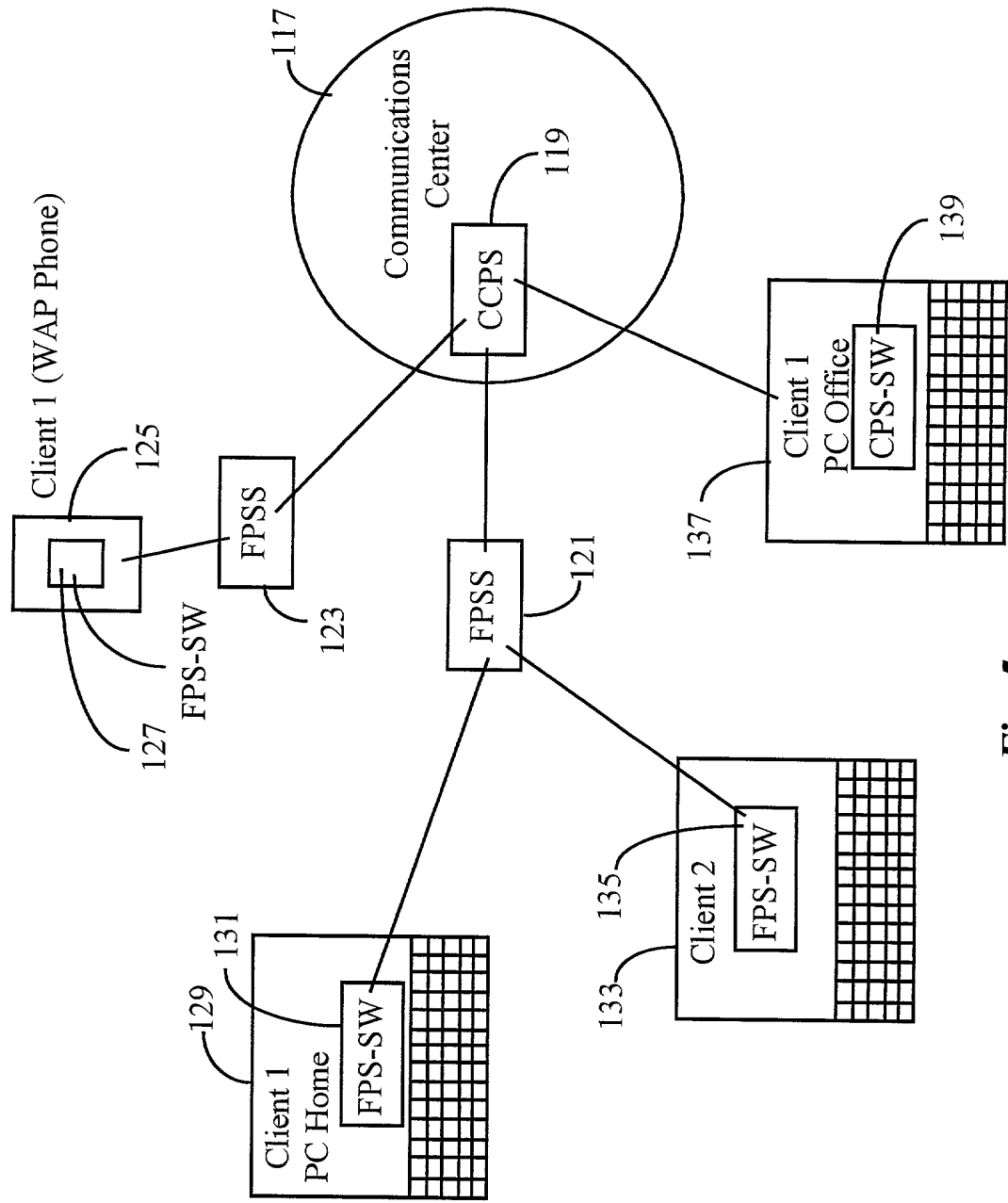


Fig. 4



**Fig. 5**

99

Joe Customer

Status: **ONLINE**

Call Back Medium:

☒ VoIP

☐ COST

☐ Pager

101

Joe Customer

Status: **OFF-LINE**

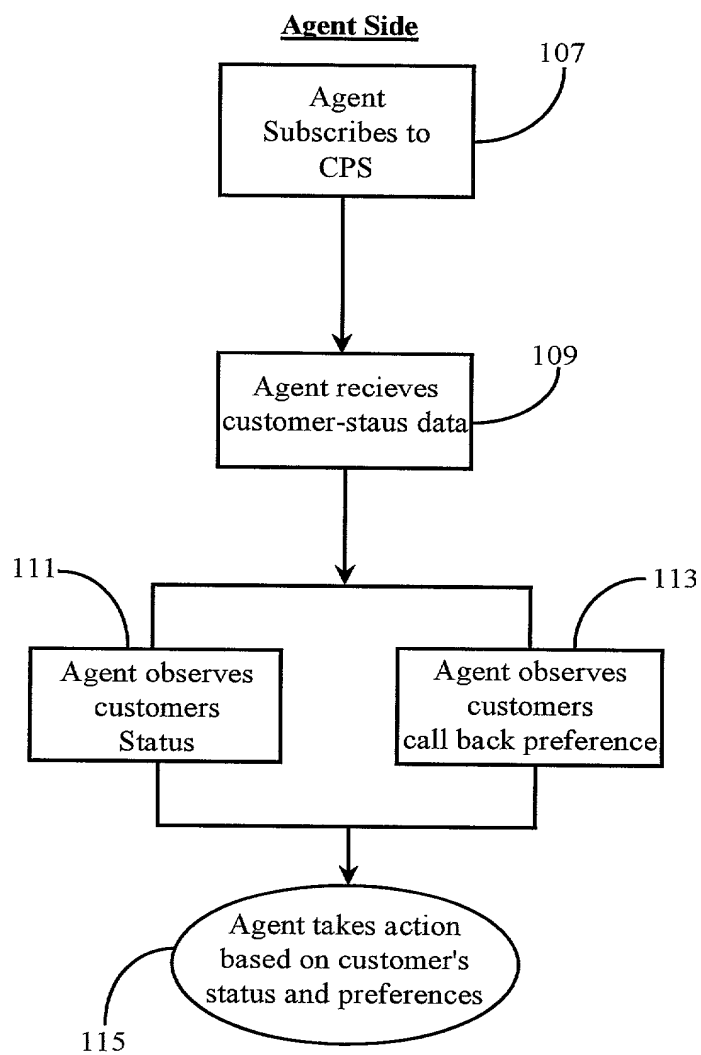
☐ VoIP

☐ COST

☒ Pager

Subscribing Agent Interface

**Fig. 6**

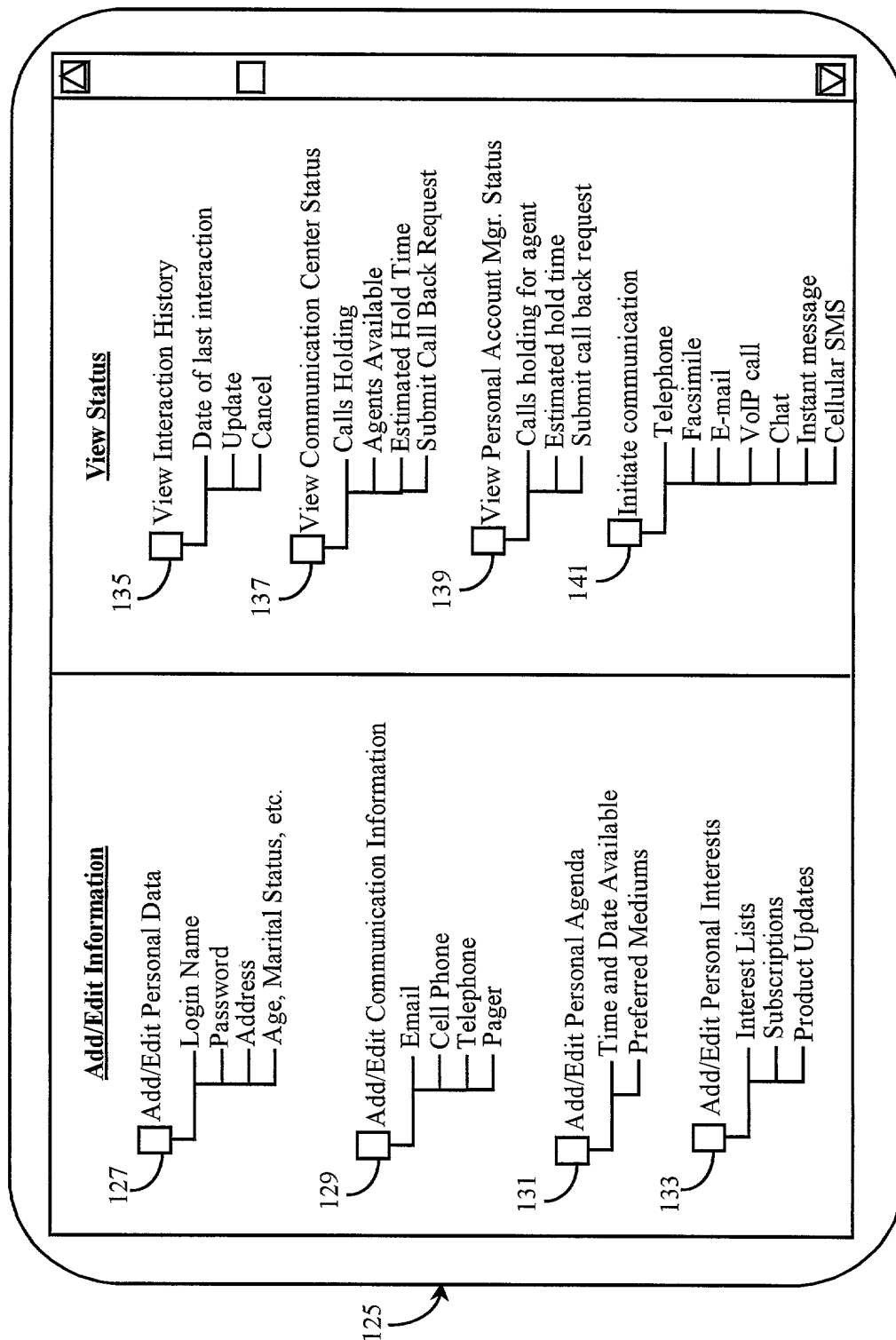


***Fig. 7***





Personal Interaction User Interface



**Fig. 9**

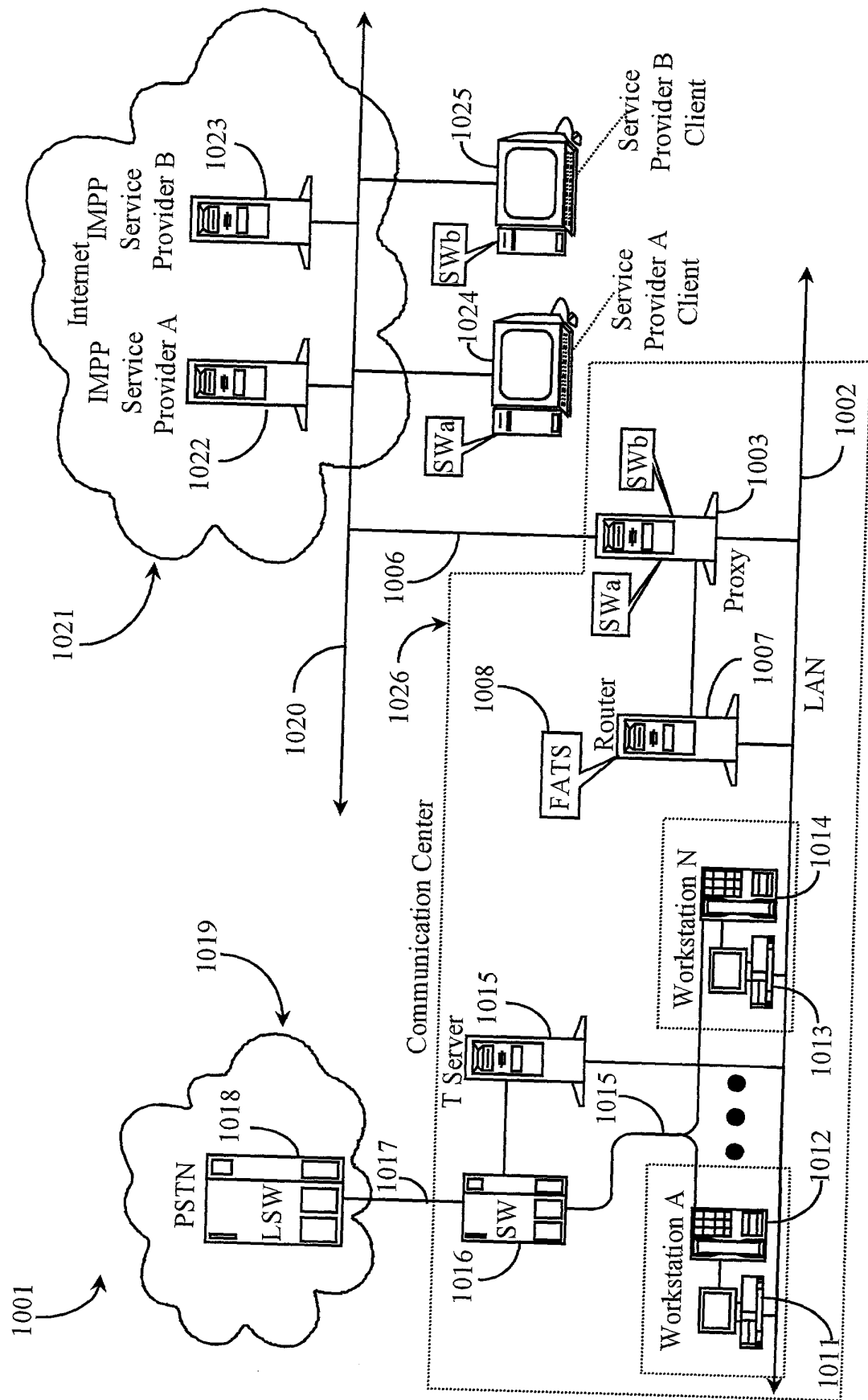
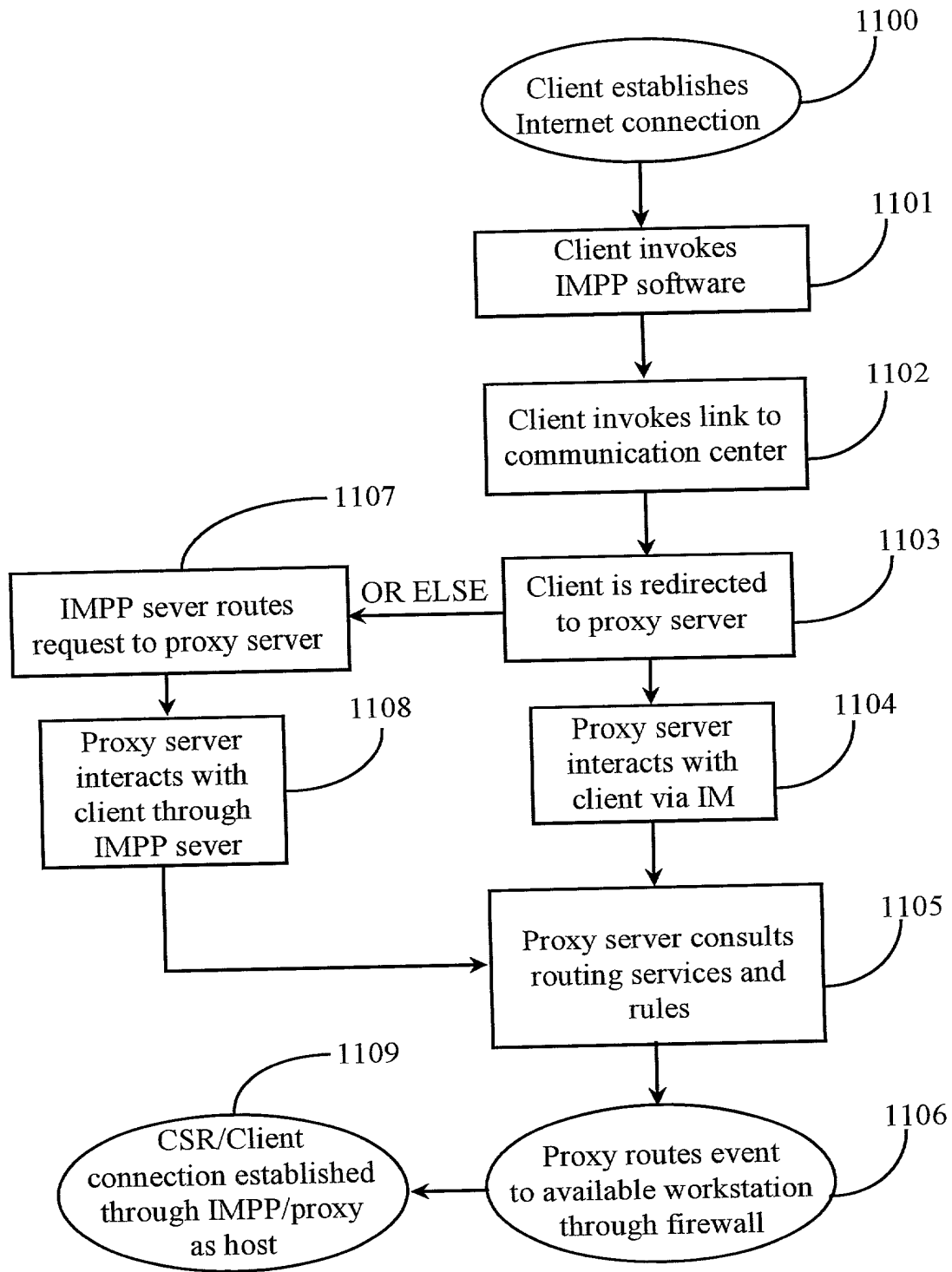


Fig. 10



**Fig. 11**